

RECEIVED  
CENTRAL FAX CENTER

Serial No.: 09/486,787 JUN 20 2006  
Art Unit: 2683  
Page 2

***AMENDMENTS TO THE CLAIMS***

Please amend the claims as indicated hereafter (where underlining “\_” denotes additions and strikethrough “-” denotes deletions).

***Claims:***

1. (Previously Presented) A method for dispatching work orders and receiving status information concerning such orders via a communications network adapted to communicate short message service ("SMS") messages, the method comprising:  
coupling a communication device to a dispatch computer, wherein the communication device is adapted to send and receive messages in a SMS format, and wherein the message includes status-type information;  
formatting a dispatch order into at least one SMS message;  
reformatting the at least one SMS message into at least one Internet packet; and  
forwarding the at least one Internet packet over the communications network to a selected communication device or a group of communication devices.
2. (Previously Presented) A method according to claim 1:  
in which the selected communication device is provided with a response to the dispatch order;  
formulating at least a portion of the response into a reply SMS message;  
and  
forwarding from the selected communication device the reply SMS message containing the response to the communication device, wherein the communication device provides at least a portion of the reply SMS message to the dispatch computer for storage or display.
3. (Original) A method according to claim 2 in which the response comprises status information describing the status of the dispatch order.

Serial No.: 09/486,787  
Art Unit: 2683  
Page 3

4. (Previously Presented) A method according to claim 1 further comprising programming the dispatch computer to:

- allow creation of a new dispatch order;
- determine the length of the new dispatch order and, based upon the determined length, formulate the new dispatch order into one SMS message or multiple, related SMS messages;
- update a database associated with the dispatch computer that stores each dispatch order and information concerning the status of each dispatch order; and
- transmit upon command from the dispatch operator the one or multiple SMS message(s).

5. (Previously Presented) A method according to claim 4 further comprising displaying on the dispatch computer pending dispatch orders; and updating the database upon the receipt of a reply SMS message from a selected service technician concerning the dispatch order being addressed by the service technician.

Serial No.: 09/486,787  
Art Unit: 2683  
Page 4

6. (Previously Presented) A method for dispatching orders to service technicians remotely and receiving responsive information from such technicians concerning the orders via at least one wireless network adapted to transmit short messaging service ("SMS") messages to allow communication among a central processor and service technicians without making a wireless telephone call, the method comprising:  
providing each service technician with a processor and a transceiver adapted to communicate via SMS messages;  
periodically causing the central processor to formulate a short message to a selected service technician processor that provides that service technician a dispatch order, wherein the short message includes status-type information;  
transmitting the message over the wireless network via a short messaging center coupled to a mobile switching center within the wireless network;  
reformatting the message into at least one Internet packet; and  
transmitting the message over an IP network.

7. (Original) A method according to claim 6 further comprising receiving from the selected service technician a response message indicating the status of the order.

8. (Original) A method according to claim 7 further comprising receiving and storing response messages from multiple service technicians, in which each response message indicates the status of a dispatch order being fulfilled by the respective service technician.

Serial No.: 09/486,787  
Art Unit: 2683  
Page 5

9. (Previously Presented) A method for managing dispatch applications in order to deliver messages from or to each of multiple service technicians deployed over a geographically-dispersed area, the method comprising:
  - formulating at a central processor a message to at least one of the service technicians for wireless transmission according to a preselected format, wherein the message includes status-type information;
  - transmitting the message to a network element for identifying that message;
  - reformatting the message to an Internet protocol; and
  - transferring the message from the network element to a communication device associated with the selected service technician, wherein the communication device is adapted to cause the message to be displayed to the service technician and is capable of forwarding from the service technician a reply message concerning the status of a dispatch order.
10. (Original) A method according to claim 9 in which the preselected format is SMS and the network element is a short messaging center ("SMSC").
11. (Original) A method according to claim 9 in which the preselected format is GPRS and the network element is a base station control determines that the message is a GPRS data transmission and routes the message to a second network element comprising a support node.
12. (Original) A method according to any of claims 9 through 11 in which the central processor receives multiple messages from the service technicians.
13. (Original) A method according to claim 12 in which the central processor receives messages and places the received messages into a database comprising various fields describing dispatch orders and their status.

Serial No.: 09/486,787  
Art Unit: 2683  
Page 6

14. (Original) A method according to claim 12 in which the central processor provides default fields to a dispatch operator for formulating a dispatch work order.
15. (Original) A method according to claim 14 in which the dispatch work order is formulated into at least one SMS message by the central processor, which thereafter forwards at least one SMS message for delivery to the selected service technician.
16. (Original) A method according to claim 14 in which the central processor updates the database of dispatch orders to indicate the status of the dispatch orders or to remove the dispatch orders from the database upon command from the dispatch operator.
17. (New) A method according to claim 9, further comprising:
  - coupling a dispatch communication device to a dispatch computer, wherein the communication device is adapted to send and receive messages in the preselected format;
  - receiving a reply message from the communication device associated with the selected technician including a response to the dispatch order;
  - programming the dispatch computer to:
    - allow creation of a new dispatch order;
    - determine the length of the new dispatch order and, based upon the determined length, formulate the new dispatch order into one message or multiple, related messages;
    - update a database associated with the dispatch computer that stores each dispatch order and information concerning the status of each dispatch order; and
    - transmit upon command from the dispatch operator the one or multiple message(s);
  - displaying on the dispatch computer pending dispatch orders;

Serial No.: 09/486,787  
Art Unit: 2683  
Page 7

updating the database upon the receipt of a reply message from the selected service technician concerning the dispatch order being addressed by the service technician;

providing the selected service technician with a selected communication device with a processor and a transceiver adapted to communicate via the preselected format;

transmitting the message over an IP network; and

transmitting the message to a network element for identifying that message; wherein the preselected format is one of the group consisting of SMS and GPRS; wherein if the processor determines that the message is in GPRS format, it routes the message to a second network element comprising a support node; wherein the communication device provides at least a portion of the reply message to the dispatch computer for storage or display; wherein the response comprises status information describing the status of the dispatch order;

wherein the central processor receives multiple messages from the service technicians;

wherein the central processor provides default fields to a dispatch operator for formulating a dispatch work order; and

wherein the central processor updates the database of dispatch orders to indicate the status of the dispatch orders or to remove the dispatch orders from the database upon command from the dispatch operator.